

Claims

- [c1] 1. A system for providing a communication link between a central station (11) and a remote mobile or stationary object (13) by means of transmitting and receiving communication means (14, 15) for speech and data transmission, the communication link comprises both a speech transmission link between the central station (11) and the operator of the remote object (13), as well as a data transmission link between the remote object and the central station which is routed via a centralized communication and database server (10) for handling at least one of operator and object related information.
- [c2] 2. The system as recited in claim 1, wherein the communication and database server (10) comprises a communication server (19) with functionality for handling operator and object identification, an operator and object information database (22) as well an application server (21) with functionality for making relevant information available to the central station (11).
- [c3] 3. The system as recited in claim 2, wherein the application server (21) is provided with functionality for updating operator and object information.

- [c4] 4. The system as recited in claim 1, wherein the communication links are established via a cellular communication network (14) or a satellite communication network (15).
- [c5] 5. The system as recited in claim 4, wherein the central station (11) is a customer service center and the remote object (13) is remote object is one of a vehicle, a boat, a plane and a remote facility.
- [c6] 6. The system as recited in claim 4, wherein the central station (11) is a customer service center and the remote object (13) is remote object is one of a vehicle, a boat, and a plane equipped with a Global Positioning System (16) for providing information regarding the remote object's position.
- [c7] 7. A method for providing a communication link between a central station (11) and a remote mobile or stationary object (13), characterized in the steps of establishing a speech connection between the central station (11) and the remote object (13), and simultaneously establishing data connections between the remote object and a communication and database server (10) as well as between the central station and said communication and database server (10).

- [c8] 8. The method as recited in claim 7, further comprising the steps of locating the position of the remote object (13), controlling the functional and operational status of the remote object and its operator, and adapting the response to the type of service requested.
- [c9] 9. The method as recited in claim 7, further comprising the steps of providing the communication and database server (10) with the functionality for adding, removing and updating services.
- [c10] 10. A method for activating a service center response to a vehicle service request call, said method comprising: providing a system forestablishing a communication link between a central station and a remote mobile or stationary object; and transmitting and receiving speech and data communications transmission via the communication link that comprises both a speech transmission link between the central station and the operator of the remote object, as well as a data transmission link between the remote object and the central station which is routed via a centralized communication and database server for handling at least one of operator and object related information.
- [c11] 11. The method as recited in claim 10, wherein the com-

munication and database server comprises a communication server with functionality for handling operator and object identification, an operator and object information database as well an application server with functionality for making relevant information available to the central station.

- [c12] 12. The method as recited in claim 11, wherein the application server is provided with functionality for updating operator and object information.
- [c13] 13. The method as recited in claim 10, wherein the communication links are established via a cellular communication network or a satellite communication network.
- [c14] 14. The method as recited in claim 13, wherein the central station is a customer service center and the remote object is one of a vehicle, a boat, a plane and a remote facility.
- [c15] 15. The method as recited in claim 13, wherein the central station is a customer service center and the remote object is one of a land vehicle, a boat, and a plane equipped with a Global Positioning System for providing location information about the remote object.